

**Children's Administration
Contract Review Outline
August 8, 2005**

Executive Sponsor: Cheryl Stephani

Goals for Contracted Services

- Effective and efficient contracted services which have demonstrated outcomes are available to match client needs
 1. Significant increase in use of performance based contracts
 2. Use of Evidence Based Practice where appropriate
- Effective and efficient contracted services are available to clients in all Regions
- Strengthened business partnership between Children's Administration and contractors

Criteria for Review of Contracted Services

- How do activities provided by this service relate to the Mission of the Children's Administration?
- Are services required by the Statute or Proviso?
- Do measurable performance indicators which support demonstrated outcomes exist for this service?
- Are performance indicators being met?
- If performance indicators are not in place, how can they be developed?
- Is there an Evidence Based Practice which meets the needs of the children who use this service?
- What elements of this service address cultural competence?
- Funds spent on this service statewide, by Region, by client served.
- Is the payment structure for service appropriate?
- Are there gaps in the contracted services in some communities of the state?
- Are there reports required of providers that are no longer needed?

Important issues in business partnership identified at Stakeholder meetings

- Providers need planning time to react to policy and budget changes coming from the Children's Administration.
- Need predictability of referrals in order to manage business.
- Need consistency of communication from Headquarters down to line staff regarding expectations for services provided to clients.
- Respect for the administrative requirements of contractors by providing timely payments and contracts.
- Need good communication channels.
- Want some ability to discuss contract requirements especially those provisions which require more administrative process.

The Contract Review will look at most contracts according to the schedule outlined below. Contracts which provide program support such as staff and provider training will

be reviewed in November and December 2005. A few other contract types such as those providing service to victims of domestic violence and contracts with Tribes will be reviewed on this later schedule.

Contracts which are part of this later review will be extended to June 30, 2006.

The following stages will be followed in all reviews.

Stage 1

Children's Administration will conduct an internal assessment to identify any apparent issues/areas of improvement based on criteria. Specific instructions will be developed for staff conducting internal assessment. An email will be sent to contractors during the internal assessment asking for specific actions needed to improve the business partnership with the Children's Administration.

Timeframe:

- The internal assessments will begin in Mid-August. Most will be completed by early October or before.
- The internal assessment will indicate which issues can be addressed in time to be included in contract extensions effective January 1, 2006.

Stage 2

Staff of the Children's Administration will involve individuals or groups of key stakeholders including providers in the development of recommendations to address the issues identified in Stage 1.

Timeframe

- Discussions with stakeholders will begin in September as internal assessments are completed.
- Contract improvements which are developed by November 1, 2005, will be included in contract extensions effective January 1, 2006.
- Work will continue on contract and service improvements needing more time for development.

Stage 3

Implement contract changes to address issues/service improvements not covered in the 6 month contract extensions.

Timeframe:

- Additional contract changes will take place between February 1, 2006, and July 1, 2006.
- Every effort will be given to allow planning time for providers to implement contract and service improvements.